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GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
CHENNAI - III  
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI - 600 001

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TENDER FOR  
ANNUAL MAINTENANCE CONTRACT  
FOR  
WINDOW & SPLIT AIR CONDITIONERS

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Tender Reference Number :  
: S31A/ 85/2018-CHS  
Start Date : 11.01.2019  
Last Date for Submission : 01.02.2019

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**GOVERNMENT OF INDIA**  
**MINISTRY OF FINANCE**  
**OFFICE OF THE COMMISSIONER OF CUSTOMS CHENNAI -PREVENTIVE**  
**CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001**

**NOTICE INVITING TENDER**

**FOR ANNUAL MAINTENANCE OF WINDOW, SPLIT AIR-CONDITIONERS**

The Department of Customs invites e-tenders from reputed / authorized firms / companies engaged in the business of Maintenance of Window, Split Air Conditioners installed on monthly basis for CUSTOM HOUSE Premises, at No, 60, Rajaji Salai, Chennai – 600001, for the period of Five Months from **01.04.2019 to 31.03.2020**.

**TENDERING PROCESS:**

**INSTRUCTIONS FOR ONLINE BID SUBMISSION:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions and other information regarding submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Tender is invited in two parts i.e. **(1) Technical bid and (2) Financial bid**. The tender form for Technical bid in Performa prescribed in Annexure – C and the tender form for the Financial bid in Performa prescribed in Annexure – D complete in all respects may be submitted online on the CPP Portal before 06.00PM on 01.02.2019. Bid documents, incomplete in any respect shall be summarily rejected. The valid Technical bids shall be scrutinised by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be scrutinised. Late submission of tenders shall not be entertained.

**Earnest Money Deposit of Rs. 45,000/-** (Rupees Forty five thousand only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of **The COMMISSIONER OF CUSTOMS, CHENNAI**, shall accompany the technical bid. Technical bids without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexure - C & D are found to be incorrect or false during the tender selection process. However, the Earnest Money Deposit is exempted for firms registered with Central Purchase Organization / National Small Industries Corporation, and it is mandatory that, the relevant copy of certificate issued by the competent authority should be enclosed with tender document.

The successful bidder of the contract has to submit **10% of the bid amount or Rs. 1,00,000/- (Rupees One lakh Only) whichever is higher towards the Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipt** within **seven days** from the date of awarding of contract.

The bidders/tenderers can inspect the areas under consideration at the premises between 10:00 AM and 4:00 PM (Monday to Friday) before submitting their quotes. Any clarification in this regard may be sought from the CHS Section, Ground Floor, Custom House, Chennai .

It is mandatory that, the tenderer/bidder should digitally sign the tender documents including all supporting documents submit the same along with the technical bid. The tenderers should fill up the information in the Annexure C & D enclosed at the end of this document. Wherever, the prices are to be quoted shall be written in figures and in words as well. Annexure shall also have to be digitally signed. **No additions / modifications / deletions in the tender**

documents and other related supporting documents shall be entertained during the tender process.

The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected.

**Scope of Work:**

- This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, External Time Switch Units provided for specific time running of A.C's, Stabilizers, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, Remote Control units etc. at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners.
- Only original spare parts/quality approved by the Custom House will be permitted to be used for the maintenance during the AMC Period.

**Payment Terms:**

- The charges for Annual Maintenance Contract will be paid monthly after satisfactory completion of servicing of the units.
- Payment shall be made upon submission of following documents:
  - ✓ Monthly Invoice
  - ✓ Copy of the "Service Register" countersigned by respective sections.
  - ✓ Copy of the "Complaint Register" countersigned by respective sub-sections stating the closure of complaints.
  - ✓ Payment will be made to the units serviced only during the month. A certificate from caretaker certifying number of units serviced shall be enclosed along with the invoice.

**Penalty Clause:**

	Period	Penalty
Response Time	Above 24 Hours & below 48 hours	Warning but no penalty
	Above 48 Hours & below 96 hours	A penalty of 1% of the contract amount per system
	Above 96 hours	A penalty of 2% of the contract amount per system

**Maintenance Schedule:**

**Preventive Maintenance Services (PMS) Monthly:** The monthly services include:

- ✓ Cleaning of air filters, indoor unit grills & filters through air blower.
- ✓ Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth.

**Preventive Maintenance Services (PMS) Quarterly:**

Every machine shall be serviced at least once every quarter. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location of the AC shall be maintained. Quarterly PMS shall include at least the following services:

- ✓ Replacement of filter if found damaged/unusable.

- ✓ Checking selector switch, thermostat, relays, remote control etc.
- ✓ Checking motor bushings.
- ✓ Checking ground connections.
- ✓ Cleaning of blower and condenser fan.
- ✓ Cleaning the evaporator & condenser coils.
- ✓ Checking and tightening of nuts & bolts.
- ✓ Oiling the motors.
- ✓ Checking of the backup electrical power outlet/ MCB.
- ✓ Checking of the drive motors and fans.
- ✓ Over hauling of the AC, with chemical washing process.
- ✓ Checking cooling efficiency.
- ✓ Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
- ✓ Replacement of any component of air conditioners (Outdoor and indoor units (including compressor), inlet and outlet Pipelines (including copper pipes), electrical components etc., found defective after the above checks and tests.
- ✓ Charging of Refrigerant Gas during the period of Contract if need arises.

#### **Annual Maintenance Services:**

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- ✓ Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
- ✓ Greasing of blower motors and all moving parts.
- ✓ The above activities must be carried out within 15 (fifteen) days from the date of award of the contract or before commencement of the summer season (preferably in the month of February).

#### **Period of Contract:**

Time period for the work is 01.04.2019 - 31.03.2020, which shall be extendable for a period of one more year at the same rate, terms and conditions only if the services of the vendor are found satisfactory during the normal period of contract. Commissioner of Customs, Chennai-III vests with the authority to extend the tenure of this contract further for One Year.

#### **Details to be furnished for technical evaluation:**

1. Name and style of firms, with constitution (Proprietorship / partnership) date of establishment / Registration.
2. The firm shall have established office / workshop in Chennai
3. Proof of enlistment / registration with appropriate authorities for handling AMC works.
4. List of tools and plants available with firms.
5. List of similar works fulfilling the eligibility criteria involving annual maintenance contract (AMC) carried out as a single order in the past three years in any Govt., Semi, Autonomous, Public sectors organizations.
6. The satisfactory completion certificate issued from the authorised persons for similar works carried out shall be enclosed.
7. Registration with ESI, GST, TIN no shall be enclosed.

#### **Terms and Conditions:**

- 1) All the air-conditioners as listed in annexure - A should be covered under this maintenance contract.

- 2) Under the Annual Maintenance Service Contract, the contractor shall maintain all air-conditioners units as indicated in Annexure - A in good working condition throughout the period of contract. For this purpose the contract shall establish full fledged

workshop within Custom House with all servicing facilities and also adequately manned. The workshop shall be equipped with all essential spare parts for all the categories of equipment listed in Annexure – A. The cost of all replacement of spares such as compressors, fan motors, condensers, filling of refrigerant, repairs etc., shall be responsibility of the contractor at his own cost and maintenance should be borne by the contractor.

- 3) The work shop shall be well equipped with all tools, testing equipments for servicing arrangements such as vacuum pump, gauges, blow pumps, voltmeter and ammeter boxes etc.
- 4) The contractor shall make his own gas fillings, brazing, and welding arrangements in the place of workshop at his own risk.
- 5) Sufficient stock of spare parts for all kinds of machines shall be kept in his stores. The contractor shall ensure that no machine is ideal due to non-availability of spare parts.
- 6) Sufficient stock of refrigerant gas shall be kept at site.
- 7) In case due to some reason, if any particular AC is likely to be under breakdown for more than one day the contractor shall replace the machine by a service unit at his own cost for this purpose the contractor shall have 2 service window air conditioners in good working condition (1 machine of 1.5 ton & the other of 2 ton capacity) to carryout quick replacement.
- 8) The contractor shall deploy a minimum of two experienced mechanics with sufficient labour force at site to attend the day-to-day break downs and regular service and the staff shall be available at site from 9:00 Hours to 18:00 hours in all working days.
- 9) Technicians should have competency certificate in Air-conditioning issued by recognized Government Agency and shall have a minimum of 3 years experience in the field of air conditioning maintenance. Those who are not having Competency Certificate should have minimum 5 years of continuous experience from reputed organizations. Necessary proof shall be submitted along with application of tender and whenever demanded. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.
- 10) The contractor shall check all the machines once in every month for its efficient operation.
- 11) The contractor shall maintain all the machines in good working condition throughout the contract period and they will be handed over to Custom House in working condition on the eve of the expiry of the contract period.
- 12) The contractor shall not do any private jobs in Custom House premises.
- 13) The maintenance of the machine shall be according to the preventive maintenance schedule.
- 14) Following registers are to be maintained by technicians at Head Office without fail:
- **Service /Breakdown Register:** The air conditioners serviced/ maintained / repaired has to be recorded in register and endorsement from End User Department has to be obtained in register. Also Further service reports are to be made after carrying out periodical servicing and endorsement (Sign and Seal) to be obtained from End User Department.

- **Complaint Register:** All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user departments in the specified proforma in Annexure - B.
  - **Spare Tool and Tackle Register:** All the spares and tools and tackles are to be recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time
- 15) Contractor shall be called to attend to complaints during any time and on holidays in some very special cases, without any extra charges.
  - 16) Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.
  - 17) Normal working hours followed by Custom House (9:00 Hrs to 18:00 Hrs) have to be adhered to by the contractor's labour except under special circumstances where prior permission of the officer in charge in CHS Unit needed to be obtained.
  - 18) The contractor and his staff shall be allowed to enter the premises only on production of valued gate passes issued by Custom House.
  - 19) The tenderer should be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, L.G, Lloyds, Toshiba, Daikin, O-General. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of Certificate/ Authorization letter issued by the company to the tender for being Authorized service provider is to be submitted.
  - 20) The tenderer must have its office /branch located Chennai. Address Proof for the office / branch is to be submitted.
  - 21) The tenderer should have been engaged in providing Annual Maintenance Contracts for air conditioners for a minimum period of 5 years as at 31<sup>th</sup> March 2019. Out of this minimum one year's experience in Govt. organization, corporate offices or Academic Institutes is required. The experience and capability must be supported through documents.
  - 22) The tenderer should have satisfactorily completed at least one AMC of similar type for total air condition tonnage of not less than 100 tons during the last 7 years as on 31<sup>st</sup> March 2019. ('Similar AMC work' shall mean Annual Maintenance Contract of one year for Air conditioners consisting replacement of spares, periodical servicing, break down servicing etc. At least one year of the AMC has to be completed to consider completion of 1 AMC). Completion Certificate issued by the authorized officer of the client will have to be furnished along with the tender document. The Completion Certificate along with the copy of the client's work order must clearly indicate:-
    - a. Date of commencement of AMC
    - b. Date of completion of AMC
    - c. Nature of AMC
    - d. Whether the AMC has been completed satisfactorily or not.
    - e. Value of Air conditioner Tonnage involved in AMC
  - 23) The average of the annual turnover of the tender during the last three financial years ending March 2019 shall be more than Rs.5 lakhs (Five Lakhs only). A copy each of the Audited balance sheet along with profit and loss account statements for 3 financial years i.e. 2016-17, 2017-18 and 2018-19 should be submitted along with the Technical Bid.

24) The tenderer shall have a valid PAN number. The copy of the PAN number should be enclosed to the TENDER.

25) The tenderer should be registered for GST. In case the firm is not covered under GST an undertaking must be provided stating the clause under which GST is not applicable to them.

26) All the forms provided in the e-tender documents must be completed in full and all pages of tender documents must be digitally signed before their submission.

**27) Rates, Taxes and Prices:-**

- Bidders should quote unit price in the prescribed Performa (as per Annexure-E). Rates should be inclusive of all taxes including delivery / service at the site and installation. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of quotation papers will be digitally signed in full by the bidder with date.
- Price quoted shall be firm and any variation in rates, prices or terms during the validity of the offer shall not be permitted.
- The prices quoted and accepted will be binding on the tender and valid for a period of one year from the date of signing the contract and any increase in price will not be entertained during the contract period.
- The rates shall be quoted in figures as well as in words.
  - ✓ Special care should be taken to write the rate and amounts in figures as well as in words in such a way that interpolation is not possible. The total amount should be written before the figure of Rupees and word paisa should be written at the end (unless the rates are in whole rupees) and followed by the word. It should invariably be up to two decimal places. While quoting the rates in schedule of quantities, the word only should be written closely following the amount and it should not be written in the next line.
  - ✓ In case of any discrepancy between the rate quoted and the amount worked out, the rate quoted words shall be taken as correct.

28) Totally at present there are 372 Nos. of Air Conditioners covered under this contract located in various offices provide above. The details of Air Conditioner Type, Capacity and numbers covered under the AMC are provided in BOQ of price bid. The details of exact locations in the offices where air conditioners under AMC will be provided along with issuing of letter of award.

29) New air-conditioners installed and which are under warranty period presently will not come under the purview of this Contract immediately on awarding of AMC. The details of such Air conditioners presently existing will be provided during awarding of the works. When the Warranty period of these units expire during the period of AMC then, these units are to be maintained by the Contractor till the expiry period of AMC. Additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.

30) If any additional number of air-conditioners is added during period of AMC in the offices covered in Tender, after completing of warranty periods of additionally installed air conditioners, the additionally installed air conditioners are to be maintained by the Contractor till the expiry period of AMC of the Contractor according to the same terms and conditions of the Contract. If any units are removed from AMC the same will have to be covered under these AMC. The AMC contractor has to maintain these units at the same unit rates offered by them for the similar units in the Contract proportionate amount as per the unit rate of the Tender will be deducted.



- 31) Any parts which are not covered in the Tender Schedule of this Contract gets damaged and requires replacement during the Tenure of this Contract, then, Custom House will authorize the contractor to procure and supply the parts required, provided the Contractor has to accurately specify the damaged spare parts for the procurement and to rectify the fault in A.C under maintenance.
- 32) Defective spares compressors / condensers are to be replaced with new compressors / condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/ condenser at the discretion. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
- 33) All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under AMC. The power supply is stable and is well regulated. The department will not admit any claim from the contractor that the fault/damage is caused due to quality of power supply and it will not absolve the responsibility of the contractor in rectifying the fault.
- 34) It is the primary duty of the successful contractor to ensure that all air-conditioners under the contract are in working condition including those in unmanned areas. Hence the contractor should monitor and daily inspect all air-conditioners in unmanned areas of all sections.
- 35) Details of important programs / functions of various Sections that may be held in Conference Halls will be informed to the technicians and they should assist in maintaining smooth running of the air-conditioners on that day without failure even they held Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of Departments.
- 36) Statutory deduction towards income tax and other taxes as and when directions from statutory bodies are received will be made at the time of making payments.
- 37) The awarded rates for AMC will be inclusive of all types of taxes (GST, Income Tax, Works Contract Tax, All type of Insurance Charges etc). No extra charges will be paid over and above the contract amount on account of any taxes (existing or future addition) or on any other account.
- 38) Rate Revision in the contract amount is not be permitted during the validity period of the contract for any reason including during the extended periods if any.
- 39) Losses incurred due to mishandling / misplacement / theft or any malpractice by technicians during the period of AMC , the Contractor has to reimburse / make good of the losses suffered by the Department due to fault of his technicians. In case of non – reimbursement / making good by the contractor, the same will be recovered from the bills.
- 40) In case of violation of terms and conditions of the contract by the contractor during AMC period, the Department at its discretion may penalize monetarily according to the losses occurred. Further The Commissioner of Customs, Chennai-III reserves the right to terminate the contract at any time during the validity of the Contract period by giving 30 days' notice to the Contractor with or without any reason.
- 41) Apart from regular letter communications, all the E-mail communications from Premises Division (**email id: chsunitsea@gmail.com**) are to be treated as formal communication for all practical purposes.
- 42) The mobile number of the technicians deployed at Custom House must be registered with Concerned Section and whenever the numbers are changed the same must be intimated. The numbers registered must be accessible 24 hours round the clock.

- 43) All security and safety regulations and guidelines as per the applicable law are to be followed.
- 44) The Commissioner of Customs, Chennai-III, Custom House reserves the right to accept or reject any or all tenders without assigning any reasons.

The bidders should ensure that the following documents are part of the

**Technical Bid:** (a) Annexure –C (duly filled-in and proof documents should be enclosed)  
(b) EMD for Rs. 45,000/-  
(c) Tender Document and related support documents (All pages duly digitally signed)

**The Financial Bid:** Duly filled in Annexure – D

- Encl:** 1. List of Air Conditioners (Annexure-A)  
2. Performa for Complaint Register (Annexure-B)  
3. Technical Bid Document (Annexure-C)  
4. Financial Bid Document (Annexure-D)

(T.NEDOUMARAN)

ASSISTANT COMMISSIONER OF CUSTOMS (CHS)

CUSTOM HOUSE, CHENNAI-01.

Place: Chennai

Date: .01.2019

LIST OF AIR CONDITIONERS

S. No.	Building	Quantity (Nos)				Total
		1.5 Ton	2.0 Ton	Window	Cassette	
1.	Main	104	57	-	4	165
2.	Annexe	47	34	-	2	83
3.	Krishna	71	35	-	4	110
4.	Narmada	8	2	1	-	11
5.	Anna Nagar Guest House	3	-	-	-	3
Total						372

1. The Air Conditioners include:

- a) Split Type
- b) Window Type
- c) Cassette Type

2. Make of Air Conditioners:

- a) LG
- b) Voltas
- c) Carrier
- d) Blue Star
- e) Hitachi
- f) Videocon
- g) Panasonic
- h) Antara
- i) O-General



TECHNICAL BID DOCUMENT**A. Technical Details**

1. Name of the bidder (Firm) :
2. Name of the representative :
3. Address of the bidder :
4. Land line Tel Nos. of the bidder :
5. Mobile Nos. of the bidder :
6. Email of the bidder :
7. Registration No. of the Firm (If any) :
8. EPF/ESIC No :
9. GST No :
10. PAN No :

**B. Experience**

11. Details of AMC works executed (Please submit certificates from the authorities)

S. No.	Organization with Address	Period of Execution	Value	Completion Certificate (Page No.)
1.				
2.				
3.				

12. Details of AMC works executed with Govt or PSU organizations (Please submit certificates from the authorities)

S. No.	Organization with Address	Period of Execution	Value	Completion Certificate (Page No.)
1.				
2.				

13. Annual Turnover during last 3 years (Enclose Audited Balance Sheet for last 3 years):

S. No.	Financial Year	Turn Over	Enclosure Page No.
1.	2016-17		
2.	2017-18		
3.	2018-19		

14. Details of EMD:

Demand Draft (if Applicable)		NSIC/ CPO Certificate Number
Bank		
Branch		
Amount		

**DECLARATION BY THE BIDDER**

I/We confirm that the information furnished is correct to the best of my/our knowledge and belief. I/We hereby declare and affirm that I/We have read and understood the terms and conditions of the contract and abide by the same.

.....  
(Signature of Proprietor/Partner/Chief Executive)

Name .....  
(In Capital Letter)

Place: Chennai  
Date: .01.2019.

**INSTRUCTIONS TO TENDERERS:**

1. All details in forms to be furnished.
2. Attach copies of latest documents in support of details provided.

FINANCIAL BID DOCUMENT

1. Name of the bidder (firm) :
2. Name of the representative :
3. Address of the bidder :
4. Land line Nos. of the bidder :
5. Mobile Nos. of the bidder :
6. Email of the bidder :
7. Bid Details :

S.No	Total No. of ACs (Window/Split/Cassette)	Ton	Rate per AC Including GST (In Rs.) per Month	Total Cost Including GST ( In Rs.) per Month
1.	244	1.5		
2.	128	2.0		
Total (Including all taxes per month)				

.....  
(Signature of Proprietor/Partner/Chief Executive)

Name .....  
(In Capital Letter)

Place: Chennai  
Date: .01.2019